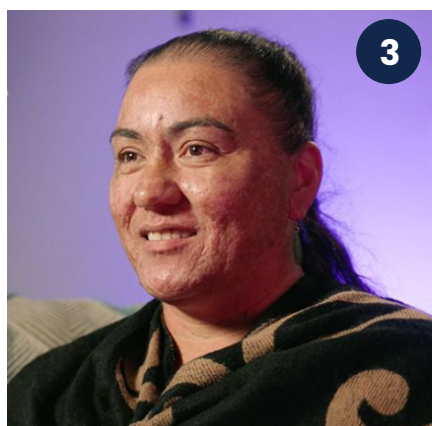


# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

Issue No.7 | 22 August 2022 | 22 Here-turi-kōkā 2022



**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury



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*Cover photo: From left, Minister of Health Hon Andrew Little speaks with Emergency Department Medical Specialist Martin Than and Emergency Department Clinical Director Mark Gilbert.*



# Kupu Arataki – Introduction

## Te Whatu Ora Health New Zealand

### Nan's Song – Minimising gambling harm

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Signs that gambling is becoming a problem can be subtle. Te Hīringa Hauora's new media campaign called [Nan's Song](#) teaches people to spot the warning signs and directs them on how to get support.

The campaign aims to lift the taboo on gambling and reinforce Māori and Pasifika cultural values, which can help protect against gambling harm. For example, Nan, the wise matriarch of the campaign's title, encourages viewers to have a kōrero with friends and whānau if they're concerned about their own behaviour.

Nan's Song runs across social media and television until September. You can find out more on the [Safer Gambling Aotearoa website](#).



Nan from the Nan's song TV commercial

### He Tuinga Aroha – a new campaign highlighting whānau communication

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He Tuinga Aroha is a new campaign for rangatahi Māori, highlighting the mental health benefits of strong communication within families.

He Tuinga Aroha, which means weaving of love, follows the story of teenager Manutioriori and her mother as they tackle issues affecting Manutioriori's mental health.



Find out more information about the campaign here and on the revamped youth channel [The Lowdown](#)

# From the Interim Regional Director and Interim District Director, Dr Peter Bramley

## COVID-19 – How are we tracking?

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- › New cases today: 276
- › Total active cases: 2972
- › Staff away – COVID-19 related absence: 103
- › Total cases reported in Canterbury during the pandemic: 228,242
- › Number of people with COVID-19 in our hospitals today: 50 (one in ICU)
- › Occupancy of Christchurch Hospital: 103 percent

## Support for Nelson Marlborough

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I want to acknowledge those in our Te Waipounamu region who have been affected by flooding in the past week. I know many of you have been directly involved supporting the West Coast response, however this time round Nelson Marlborough has been severely hit.

We know from experience that these adverse events, where large numbers of people are evacuated from their homes, will have repercussions for years as the community rebuilds and recovers from the devastation caused by these floods.

As Regional Lead I have offered support to Nelson Marlborough, and I know many of our heath whānau will also be personally affected. We are exploring practical ways we can help our colleagues at the top of the south and will be approaching some services directly once we have a clearer picture of how we can best support the Nelson Marlborough team.

We will also be focused on supporting patient care given the significant number of road closures and the challenge of getting patients or clinicians to usual hospital settings of care.





## Visit by Minister of Health

Last week we hosted the Minister of Health the Hon. Andrew Little in Waitaha Canterbury. One of the key reasons for his visit was to learn more about the award-winning Chest Pain Pathway developed here and now used in health systems around the world. He visited the Christchurch Hospital Emergency Department (ED) and followed the patient pathway for a person presenting with chest pain. He also attended a presentation by one of the project's leads, Emergency Medicine Specialist Martin Than, and attended by a range of colleagues involved with the project.

A decade ago it was recognised that only 10 percent of the many thousands of people who presented to ED with possible heart attacks and were admitted overnight, were in fact having a heart attack. This had huge consequences for patients, whānau, clinical staff, and hospitals. A team of Christchurch specialists and researchers began a series of research projects and quality improvement steps.

They developed, tested, and implemented diagnostic chest pain pathways to support clinical decision making in the ED, firstly here in Christchurch and then throughout the country. These pathways have been rolled out in hospitals across New Zealand, reducing the median length of stay for patients in hospital by approximately three hours and saving New Zealand approximately \$10M per year (approximately \$50-70M since it began).

The team has designed a new Chest Pain Pathway that continues to deliver results by saving lives, time and money as the patient only requires a single troponin blood test. A single troponin blood test in ED is done now in more than 65 percent of patients presenting with symptoms. This initiative is a world first and has resulted in:

- › a 24 percent decrease in patients who would previously have been admitted to hospital then ultimately found not to have a heart attack.
- › a 45 percent and 35 percent increase in patients discharged within two hours and three hours respectively
- › a 30-minute median reduction in length of stay in ED.
- › This translates to approximately 5,000 fewer ED hours and annual savings of \$500,000 for Christchurch Hospital.



Health Minister Hon Andrew Little chats with Charge Nurse Manager Wendy Cuthill



From left, Emergency Department Clinical Director Mark Gilbert, Health Minister Hon. Andrew Little (shaking hands with Charge Nurse Manager Warren Nairn) ED Nurse Manager Anne Esson, Paediatrician Clare Doocey and Nursing Director Tracy Jackson.



Emergency Medicine Specialist Martin Than demonstrates the Chest Pain Pathway to Executive Director Facilities Rob Ojala and Health Minister Hon. Andrew Little

The project leaders along with Martin were: ED Specialist Jacques Loubser, Associate Professor of the University of Otago John Pickering, Clinical Biochemist Chris Florkowski and Cardiologist Sally Aldous.

In November 2022 Christchurch will be the first centre in the world to implement an enhanced chest pain pathway using new high precision bedside tests which have an eight-minute turnaround (compared to 1-2 hours for central laboratory tests). This project is called ICare-FASTER and has the potential to significantly reduce ED length of stay further.

A parallel programme in Canterbury has also been working on improving care in primary care and rural settings for similar patients and has already demonstrated a safe reduction in transfer of patients to hospital of approximately 50 percent.

The Minister met staff in other areas of Christchurch Hospital including the Nursing Operations Centre, Ward 23 and the Dialysis Unit, finishing the day with a get together with Clinical Leaders.

Throughout his visit he thanked everyone for the work they were doing to provide care in trying times this winter.



Clinical Director Joshua Freeman talks with Minister Little as (from back left) Director Facilities Rob Ojala, Cardiologist David Smyth and Medical Specialist Alan Pithie look on



From left, Emergency Department Clinical Director Mark Gilbert, Minister Little and ED Nurse Manager Anne Esson

Kia pai tō koutou rā

*Peter Bramley  
Interim Regional Director Te Wai Pounamu  
Interim District Director Waitaha Canterbury and Te  
Tai o Poutini West Coast*

**Self Care**

**You can treat colds & fevers at home.**

**Healthline**

**Call 0800 611 116 24/7 for FREE health advice.**

**Pharmacy**

**See your local pharmacy for advice on medication & minor health concerns.**



# Recommendations for staff events and functions

The Technical Advisory Group (TAG) has reviewed public health advice regarding staff events and gatherings and would like to reiterate the following recommendations for Te Whatu Ora Waitaha Canterbury staff.

## **If you are planning a group event or function:**

- › It is recommended that attendees take a pre-event RAT (rapid antigen test) and only attend if the result is negative
- › Where possible, hold your events and gatherings outdoors, or in a well-ventilated space
- › Wear a surgical mask (or N95) at all indoor gatherings – provide for guests if necessary
- › Wash or sanitise your hands, on arrival, before eating, and before leaving
- › Maintain physical distancing as much as possible
- › Limit the amount of time your mask is off for eating and drinking
- › Masks should be worn for waiata and singing
- › Bump elbows instead of shaking hands, hugging, kissing or hongi.

Staff events and functions are vitally important for morale, learning and interaction. It is also vital however, that we take every precaution to reduce the spread of COVID-19, influenza and other winter respiratory viral illnesses. This is important for staff wellbeing and also the continuity of healthcare services

While these recommendations are offered in the context of staff functions, the advice should be considered for indoor gatherings in general.

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## Who deserves an extra big thank you?

Thanks for being here, thanks for caring, and thanks for being you!

Join our Waitaha Canterbury and Te Tai o Poutini Thank-a-Thon and nominate someone you think is wonderful, or who has done something great and deserves an extra big thank you.

Winners will be chosen to receive one of two \$100 vouchers every day.

Just fill in this simple [nomination](#) form. Nominations are open until 28 August.

For anyone who can't access a computer – team leaders please print out forms for staff, scan nominations, and send them to [thanks@cdhb.health.nz](mailto:thanks@cdhb.health.nz)



# QUIZ – Human Anatomy 101

*It's time for a little human anatomy 101. Cast your mind back to your early studies and let's see what you know/remember.*

- 1. True or false – the human foot has more bones than the human hand.**
  - a. True
  - b. False
- 2. What is the strongest bone in the human body?**
  - a. The skull
  - b. The tibia
  - c. The femur
  - d. The humerus
- 3. What is the largest organ in the human body?**
  - a. The skin
  - b. The liver
  - c. The lungs
  - d. The pancreas
- 4. Where on the human body would you find the smallest bone?**
  - a. The nose
  - b. The ear
  - c. The ankle
  - d. The spine
- 5. How much blood circulates the average adult human body?**
  - a. Around 4 litres
  - b. Around 5 litres
  - c. Around 6 litres
  - d. Around 7 litres
- 6. The human body has 206 bones. How many (approximately) does a newborn baby have?**
  - a. 206
  - b. 150
  - c. 250
  - d. 300
- 7. The average gestational period for a hippopotamus is 243 days. Is this shorter or longer than a human's?**
  - a. Shorter
  - b. Longer
  - c. The same
- 8. What is the largest muscle in the human body?**
  - a. The heart
  - b. Quadriceps
  - c. Gluteus Maximus
  - d. Latissimus dorsi
- 9. Where in the human body would you find the Wernicke area?**
  - a. The heart
  - b. The uterus
  - c. The brain
  - d. The large intestine
- 10. What is the smallest cell found in the human body?**
  - a. The red blood cell
  - b. The female egg
  - c. Stem cells
  - d. The sperm cell

[Check your answers on page 23.](#)



# Ā mātou tāngata – Our people

## Dedicated nurse retires after long and varied career

Nursing wasn't Rona Buttimore's first choice of career.

She dreamed of joining the Police, however, at the time, a female had to be at least 20 years old and meet certain weight and height criteria.

"I didn't meet those so decided to train as a nurse in order to get a transferable qualification which would aid my entry into the Police at a later date."

That was over 52 years ago, and Registered General and Obstetric Nurse Rona is reflecting as she nears retirement on Friday.

Rona began her nursing training in Wairarapa in 1970. She arrived in Christchurch seven years later and has worked on and off for the last 45 years for the then Canterbury DHB and its predecessors in several areas, and the University of Otago, Christchurch – 33 of those years in research.

She joined Interventional Radiology (IR) as an RN in 2011, a position she has held to this day.

"It's been a wonderful career," Rona says.

"I have always loved working with people and helping them get better. It's so rewarding being involved in people's lives."

There were moments during the earthquakes that were tough, dealing with traumatised patients while "knowing that many of us came from broken houses".

"As nurses we supported each other to get through each day, but we did have to go home and deal with our own earthquake issues."

Rona says she would "absolutely" recommend nursing as a career.

"It's been a huge part of my life and I have found it so rewarding. It's taken me a lot of places, overseas and within New Zealand, and got me involved in research."

She has been Research Co-ordinator for various projects in Radiology, responsible for Research Office applications and communication with the Māori Health Committee. She has authored Patient Information sheets and consent forms for studies and been responsible for patient recruitment, retention and safety monitoring.

"I love working where I am now. Interventional Radiology is a young discipline, it's only been around 25 years. We are doing so much more now procedural-wise, saving patients going to Theatre for various procedures. It's amazing to be part of a wonderful team."

Radiology Charge Nurse Manager Rose Cartwright says Rona has been a dedicated and highly experienced Interventional Radiology RN.

"She has always had a strong sense of patient advocacy and willingness to support the younger RNs. The IR staff will miss Rona and her nursing skills, and I'll miss her laughter in the corridor and her fast-paced walking in the department! Rona may your laughter continue, and your fast-paced lifestyle slow down a little."

Rona says she turns 70 this year but still has plenty of energy. She may do some volunteer work on her retirement and looks forward to visiting her grandchild who lives overseas.



Registered Nurse Rona Buttimore

# Learning Te Reo interactively online

A Te Reo course offered for the first time to Waitaha Canterbury kaimahi (staff) is proving popular.

In June 438 of our kaimahi enrolled in the Te Ao Māori for Professionals – a self-paced online course that provides interactive learning resources which can be accessed on any device. The course aims to increase kaimahi's proficiency with Te Reo, with a specific focus on language commonly used in a corporate work place.

It starts at a beginner level with basic pronunciation, through to early intermediate, and also covers aspects of Tikanga and Aotearoa New Zealand history.

In the first month the group of kaimahi completed 667 learning hours on the course, which is outstanding, says Head of Equity, Diversity and Inclusion Rebecca Murchie

"Kaimahi are making amazing progress in the online course which is aimed at leaders and employees in the workplace. A special mention to two of them, Director of Allied Health Claire Pennington and Registered Nurse Sam Joyce, who were the first to complete Kete 1."

This content usually takes up to three months to accomplish.

"Big congratulations to both of these amazing team members. This is a great achievement in such a short space of time and both Claire and Sam have shown excellent commitment to their Te Ao Māori learning journey. They have been awarded their first Micro-credential Certificate," she says.

Sam says he is thoroughly enjoying the Te Ao Māori course. "The format of the lessons is smart and easy to follow, which makes learning a second language so much more encouraging to do. Watch this space!"

Claire says as a migrant to New Zealand she really wanted to immerse herself in the course to gain some confidence and cultural knowledge.



RN Sam Joyce



Director of Allied Health Claire Pennington

"I love that I can access Te Ao Māori for Professionals from my phone and that I can learn at my own pace. I aim to have the course completed by Christmas."

Rebecca says because it is an online course pronunciation is recorded on the participant's device and graded by the programme.

"This means that no one hears your attempts. It removes anxiety around pronunciation and means the course really is for everyone."

It is the first time Waitaha Canterbury has offered the course, run by Education Perfect.

"It was advertised internally and with such a fantastic response of over 400 people signing up, we are really happy with the engagement from our kaimahi. We will be opening up further spaces in the programme as part of our Te Wiki o Te Reo Māori celebrations so keep an eye out for how to sign up as we get closer to September 12."

More information on the course is [available here](#).



# GAP enhances clinical skills

Five registered nurses (RNs) from a variety of clinical settings recently graduated from the Gerontology Acceleration Programme (GAP).

A celebration ceremony attended by charge nurse managers (CNMs), mentors and other supporters was held for the graduating nurses to receive their certificates from Executive Director of Nursing Te Whatu Ora – Waitaha Canterbury and Te Tai o Poutini West Coast Becky Hickmott and Director of Nursing Older Person's Health and Rehabilitation Nathan Hood.

GAP is a 12-month skills and experience-based professional development programme designed to support the personal, professional and academic development of RNs with an interest in Gerontology nursing (nursing of older adults).

The aims of the programme are to:

- › Promote Gerontology nursing as a specialty by providing skill acquisition and nursing knowledge in this area
- › Positively impact on clinical teaching, quality improvement and nursing leadership development in the sector
- › Provide an opportunity for collaboration across the system to foster better understanding and positive relationships across different areas of the sector, both for the nurses undertaking the programme and their wider health networks.
- › To retain talented Gerontology RNs, strengthening skill mix and flexibility within this workforce.

GAP begins mid-year and includes two 13-week clinical rotations, postgraduate level education and individualised mentorship to enhance participants' knowledge, skills and understanding of the older person's journey through the health care continuum.

Over 30 nurses have participated in the GAP since it started in 2013. A Ministry of Health evaluation of the programme showed that participants developed confidence as leaders across the sector with an increased knowledge of the patient journey.

These findings are supported by two of our recently graduated nurse participants who said:



From left, RNs Errel Ceniza (Alpine View), Gita Bhandari (Avon Lifecare), Becca Crowe (Ward B1 Burwood Hospital), Angela Cunard (Ward C1 Burwood Hospital) and Holly Barwick (Ward 24 Christchurch Hospital)

*"GAP is a very good opportunity for nurses looking to enhance their careers in Gerontology and a first step to advancing their nursing skills and roles. The highlight of GAP is the clinical rotations and is very beneficial for developing an inter-professional relationship."*

*"GAP has defiantly enhanced my clinical leadership skills. Once I returned to my own base ward I was able to step up into the nurse-in-charge role with confidence. I now have stronger direction and delegation skills and I believe this shows through when leading my team."*

Thank you to our GAP participants and those who continue to support Waitaha Canterbury's GAP. The support from CNMs, mentors, colleagues and our directors of Nursing us much appreciated.

For further information regarding the 2023 Gerontology Acceleration Programme (GAP) please contact:

Nurse Coordinator Nursing Workforce Development  
Aged Residential Care Rachel Marshall [arcnursing@cdhb.health.nz](mailto:arcnursing@cdhb.health.nz). Visit: <http://edu.cdhb.health.nz/gap>.

# What do you do when you're not at work?

Our people are sharing the hobbies and activities that bring them joy when they're not at work.

## Sweetie Thomas, Registered Nurse, Burwood Hospital

"My first passion is nursing and second is dancing. Dancing is very important in my life. It entertains, makes me feel fresh, and helps in changing my mood, especially if it was a bit of a stressful day at work. I sometimes participate in dancing shows run in community with different age groups of women. Dancing for me is peace for my soul."



### So, what do you do when you're not at work?

Do you have a hobby, sport or activity that is important to you? Something that helps you relax, stay fit or challenges you when you're not at work? We would love to hear about it!

Send a photo and brief description of your hobby, sport or activity and why it is important in your life to us and we will share it in an upcoming Pānui.

- › Please keep submissions to 50 words or less and provide high resolution images (1MB + is preferable).
- › Email any submissions to [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz) By emailing your submission(s) you agree to have them published in the Te Whatu Ora Waitaha | Canterbury Pānui.

## Rebecca Trathen, Team Lead ISG Support & Training

"My partner and I both work for the ISG department at Waitaha. Every day we can't wait to get home from work and walk our three retired greyhounds in one of Christchurch's Red zones. Some people would refer to our dogs as 'rescued greyhounds', but the truth is we are the ones who have been rescued. They keep us active and entertained, and they bring us joy every day."





# One minute with...

## Carlo Rufin, Registered Nurse, Emergency Department (ED), Christchurch Hospital



### What does your job involve?

Critical nursing skills and complex nursing judgement in order to provide the best possible care to the patient. Also, a comprehensive nursing assessment in collaboration with other health professionals to develop, implement, and evaluate an integrated plan of care.

### What advice would you give someone keen to enter your field?

In this rapidly changing world that affects our health system today, mental awareness, open-mindedness, and emotional and psychological preparedness are some of the key factors to consider if someone wants to become a nurse. Also, change should be expected and needs to be embraced.

### Who inspires you and why?

There are three people who inspire me, namely: my dad Martinito; my previous orthopaedic educator in Wellington Zoe Perkins, and my tattoo artist, Brian Senerpida. These are the people who work in partnership toward building the best version of me as an RN. For example, my dad taught me how to appreciate the simple things and he wants me to work within the moral values of life. On the other hand, Zoe taught me the real definition of work ethics by sharing with me that "skills can be learnt but behaviour and attitude towards work is innate." Lastly, Brian encouraged me to be more mindful and sensitive toward others' emotions by selecting neutral word/s and using them in a neutral tone, especially in my workplace.

### What do Te Whatu Ora Health NZ Waitaha Canterbury's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

These serve as pillars of my practise. Having said that, I always make sure that all my patients are well informed, from basic diagnostic results to their individualised treatment plans. Also, advocating for my patients on a certain decision or procedure, that they don't fully understand because of the use of medical terms, that will make a big difference to their quality of life.

### If you could be anywhere in the world right now where would you be?

I am from Camotes Island, a very tiny island in the Philippines, but if I could be anywhere in this world right now, I would still choose New Zealand because this is my new home. Back in 2016, I promised myself that if I ever became a nurse, I'd make New Zealanders proud of me by performing my duties to my best.

### Who would you want to play you if there was a movie made about your life?

Gerard Butler because, like him, I once wished to be who I am now.

### What are your hobbies/interests outside of work?

MMA (mixed martial arts). I started playing Brazilian JiuJitsu in Wellington and continued my journey in Waikato. Along the way, I added boxing, Muay Thai, and a little bit of Judo. I love this sport because it humbly reminds me that competition within myself is way better than competing with others, in terms of personal growth and quality improvement. Lastly, MMA is an art, much like nursing. It focuses on the fundamentals of how to use basic techniques rather than strength, skills over abilities, and logic over emotions.

# Tasty chicken curry

This is a hearty and economical dish that will feed around six people.

- › 1 whole chicken
- › 1 large brown onion
- › 1 tablespoon of butter
- › 1 level teaspoon turmeric
- › ¼ teaspoon ground ginger
- › 2 level tablespoons curry powder
- › 1 teaspoon salt
- › 60g plain flour
- › 1 tin of diced or crushed tomatoes in juice
- › 1 bay leaf
- › 2 tablespoons apricot jam

## Method

- › Place the chicken in a large pot, cover with water and simmer until cooked through. Retain at least 450ml of the liquid and once the chicken is cool enough, break into chunky pieces, removing all bones. Set aside.
- › In a good-sized pot, lightly brown the chopped onion in the butter. Add the turmeric, ginger, curry powder, salt and flour. Stir over a medium heat for a minute then slowly add around 450ml of the reserved stock.
- › Add the tomatoes, bay leaf and finally the apricot jam.
- › Allow the curry to simmer then add the chicken pieces at the last minute to heat through. Stir gently to prevent the chicken from breaking up and serve with rice.



## NOTES:

- › This will keep in the fridge for a couple of days and freezes well
- › You can also serve with steamed greens – beans, peas or spinach
- › Can substitute whole chicken for chicken pieces

**Keep everyone  
safe this winter**

**Kōrero with whānau and  
check your vaccinations  
are up to date.**

See your GP, or find  
your local COVID  
vaccination clinic here.

**STAY WELL  
THIS WINTER**





# Whakamihi – Bouquets



## **Ward 11, Christchurch Hospital**

Just wanted to send our biggest thanks and lots of love to Eve who kept us smiling during my husband's stay in hospital. Your sunny personality and chats were a joy during an uncertain time. And a big shout out to the entire Ward 11 team, thanks for the smiles and for your patience.

## **Ward B4, Christchurch Hospital**

Mum broke both her hips in her 101st year. I was always impressed by the care she received. She was treated (as I was too) with the utmost respect and compassion by all staff who came into contact with her, be it a surgeon, doctor, nurse or cleaner. Everything was explained to us in detail, with the options presented and the preferred course of action explained and justified. Real attempts were made to help Mum understand what was happening or about to (this was no mean feat)! There was concern for her medical condition but also for her general wellbeing. For example, if she didn't like her meal an alternative was found that she did like. Health workers are under very real pressure currently but that was not the way those dealing with Mum and I came across. They made time to make us feel well looked after and cared for. As a result of the excellent treatment she received Mum is beginning to get back to some supervised walking at her retirement village.

## **Ward A5, Christchurch Hospital**

Nurse Janice on Ward A5 is the best staff member I have come across. I want to compliment her on the great service and attention.

## **Community Dental Service, Rangiora**

I just wanted to say the service we had today from Dental Therapist Heather Kirner and Dental Assistant Nicky Mariott at the Rangiora clinic was outstanding. They were so caring for my daughter, explained everything to her and were so patient. Thank you also for making the booking easy via email, it is not always easy/practical to call during work hours.

## **Ward B3, Christchurch Hospital**

Excellent, professionalism and care from Nursing, Medical and support staff.

## **Day Surgery Unit, Christchurch Hospital**

I would like to say how fantastic the staff are. Very attentive and made myself and my partner feel at home. The food was great too. Can't praise the team enough. Many thanks.

## **Intensive Care Unit (ICU) and Neurology, Christchurch Hospital**

I was airlifted to Christchurch Hospital with an extremely serious head injury. If this message to be passed on to the surgeons who operated on me, Claudio De Tommasi and Stefan Dimou, as well as the nurses who looked after me afterwards that'd be great. I want to thank you all for your swift action and care, without any of it I wouldn't be alive today. My recovery has been exceptional, and I am heading back to work next week. The great recovery is down to the operation being executed so well and the care I received after. So, thanks again, words can't describe how grateful I am. I hope you are all doing well and wish you all the best.



### **Ward B5 and WellFood, Christchurch Hospital**

I was admitted to Ward B5. The nursing care I received was excellent. I am vegan and I wondered how well I would be catered to. It was great. Catering to a vegan diet is far more difficult than a vegetarian diet but I received some absolutely delicious meals. I was almost (but not quite) disappointed when they told me I had to go home! The WellFood staff were very pleasant and helpful. I'm really impressed. Please pass on my compliments to the chef and their team. I'm going through chemo at present and having nice meals to look forward to in a lovely new room with a view was awesome. Thank you.

### **Surgical Assessment and Review Area, Ward B3 and Medical Assessment, Christchurch Hospital**

On my behalf of my husband, we would like to thank you for the amazing care he received. He presented to SARA in a very bad state due to appendicitis. This later turned out to be a burst appendix and he required surgery very late Wednesday evening. Every staff member we came across was extremely friendly, patient and professional. The care he received was fantastic and we would really like to thank all staff involved.

### **Emergency Department (ED) and Ward 26, Christchurch Hospital**

My husband and I would like to thank all of the wonderful and caring nurses and doctors. Everyone was amazing, and the care he received was fantastic. We know you are under a ton of pressure, but the way you looked after him was absolutely first class, and we are both so very grateful to you all. He is doing really well now and for that we are both so thankful. Thank you again from both of us.

### **Lynda Taylor and Geraldine Smyth, Community Dental**

Wow you have two amazing, caring and professional staff with Lynda and Geraldine. On Friday they saw [patient name] for his first ever filling. Fair to say he was very anxious. From start to finish they reassured him with kindness and humour. I enjoyed their banter too.

### **Eye Clinic, Christchurch Hospital**

I would like to congratulate the staff of the Eye Clinic. They are truly professional and are a credit to their profession. Fantastic work team, I really appreciate your help.

### **Surgery, Recovery, ICU and Ward 10, Christchurch Hospital**

A very efficient team went out of their way to make sure I had the best support. I had surgery under Mr Singh's team and in ICU was cared for by a wonderful team which I could not fault with their dedication and backup in all departments. A very special thank you to all the doctors, nurses and staff concerned. Their care was beyond all expectations I could wish for right down to the Recovery ward, a truly dedicated and obliging team. Many thanks.

### **Medical Assessment Unit and Ward 11, Christchurch Hospital**

I want to say how impressed I was with the attention I received considering the pressure everyone at the hospital is under at this time. Everyone I encountered was compassionate and caring and didn't make me feel that they were rushed at all. I can't thank you enough for the dedicated care I received from everyone. I would like to mention with gratitude the care I received from Dr Russell Scott, Dr Walter Yee and particularly from Dr Caitlin Gordon who spent time talking with me as I was waiting to be discharged. I sincerely hope that my grateful thanks can be passed on to those who looked after me so well and showed compassionate understanding about my concerns.

## *Big Shout Out*

### **To: Ward B1, Burwood Hospital**

Thank you for creating such a positive, safe and supportive learning environment over the last four weeks. I can genuinely say that I have relished every day of my time at Burwood and it has completely changed my understanding and perspective of what it means to provide older person's health care. Every day I have gone home and told my friends that it feels like truly good medicine is being done – patient centred, holistic care that makes a difference to people's lives. I know that this experience will shape the doctor I become.

**From: Conor, Medical student**

#carestartshere

### ED and Surgical Progressive Care Unit, Christchurch Hospital

This year both my kids have been diagnosed with Crohn's Disease and I want to thank the doctors involved. I just want to thank not only the doctors but the nurses and all the staff that make your hospital a great place to be when there is an emergency. Everyone really cared about the kids and they communicated well with my children and myself. The care was second to none. You have a terrific team.

### Maria, Orthopaedics, Christchurch Hospital

A big thank you to the lovely nurse Maria in the Bone Shop who helped my baby and I when we tried to bath her and change her hip harness. She was so patient and helpful while my baby was crying and really looked after us!

### Respiratory Ward, Christchurch Hospital

My wife and soulmate of 55-plus years passed away in the Respiratory ward following respiratory failure and complications. I would like to express my sincere thanks and gratitude for the kind and caring manner in which all the staff on the ward took care of her during her last days with us. I am writing this on behalf of myself and our two sons.

### ED, Theatre, and Ward B4, Christchurch Hospital

I want to thank everyone from ED, Theatre and Ward B4 for their amazing care during my recent stay for surgery. Thanks especially to Kate on Ward B4 for going the extra mile finding me some earplugs, they saved me from a sleepless night.

## Feeling under the weather?

If you're not sure where to go or what to do call Healthline on 0800 611 116 for free health advice. There's someone ready to take your call 24/7.

Make the right call and Choose Well this winter.

Self Care	Healthline	Pharmacy	Family Doctor	Urgent Care	Hospital
					
You can treat colds & fevers at home.	Call 0800 611 116 24/7 for FREE health advice.	See your local pharmacy for advice on medication and minor health concerns.	See your family doctor for all non-urgent health concerns.	If it's urgent & needs attention today go to an Urgent Care Clinic.	If it's a life threatening emergency call 111.

For more info about where to go  
[www.cdhb.health.nz](http://www.cdhb.health.nz)

**Te Whatu Ora**  
Health New Zealand

HNZ22Aug22 UC

# Ā mātou kōrero – Our stories

## When you care, but can't be there

Last month, with Omicron cases surging and seasonal viruses like RSV and influenza spreading, the decision was made to amend the visitor policy for health facilities across Waitaha Canterbury.

Until further notice, the following applies to visitors to our hospitals and health facilities:

- › One adult visitor at a time is permitted per patient
- › No one under the age of 16 is permitted to visit
- › A surgical or N95 face mask is required to be worn by every visitor
- › Some wards cannot allow visitors at all

While there are a few exceptions, these rules are in place to protect our visitors, staff and the people in our care, many of whom are already seriously ill or vulnerable.

We all want to keep those we love safe but understand it can be difficult for friends and whānau who are unable to visit loved ones in hospital. What can you do when you care, but can't be there?

### Virtual visits

FaceTime, Zoom and Skype allow you to spend time with someone in hospital. Multiple people can join the call, you can see each other, pets and kids can participate, and if the patient has headphones, you can be as loud as you want without disturbing anyone else.

### Text and phone calls

They seem a little old fashioned but can be very comforting to the person in hospital, especially older people who may not have access to smartphones or other technology. A 'good morning' text or 'I love you' at bedtime can mean a lot.



### Hospital volunteers

You can email messages, pictures and/or drawings to our fabulous team of volunteers who will hand-deliver them to your loved one in hospital.

Email your message and/or pictures to: [PatientLink@cdhb.health.nz](mailto:PatientLink@cdhb.health.nz) and tell us:

- › Who the message is from
- › Who the message is for (first and last name)
- › Which hospital and ward the person is in.

Our volunteers will make sure your message gets to them.

Being in hospital is hard. It's hard for the patient and hard for the people who love them especially when you can't physically be together, but there are ways we can provide comfort and make it all a little easier.



# Daffodil Day

Friday 26 August is Tautoko te rā Daffodil  
– Daffodil Day.

For more than 30 years Kiwis have supported the work of the Cancer Society on Daffodil Day, raising millions of dollars to fund essential services. These services include providing people to:

- › Drive people with cancer to their treatments
- › Provide advice to the people who call the Cancer Society's 0800 number
- › Sit with people during their treatments.

The money raised also goes towards cancer care for patients and their whānau, education and awareness programmes as well as crucial research.

Cancer will affect almost every New Zealander at some point in their life; the people who develop cancer and those who know and love them.

Each day in this country, 71 people are diagnosed with cancer. While more are catching the disease early and survival rates continue to improve, it is devastating for so many.



The Cancer Society works tirelessly to support the people affected and guide them through the cancer journey. We can support their efforts through [donating money](#), organising a [fundraiser](#), becoming a Daffodil Day [volunteer](#) and/or [purchasing fresh daffodils](#).

More information is available on the [Daffodil Day website](#).

Give generously this Friday!

## New Cancer Society building

A new building to house the Cancer Society's Christchurch-based patient accommodation and support services is due to be completed in early 2023.

Chief Executive of the Cancer Society Canterbury – West Coast Nicola Coom says the facility is planned to cater for those with all cancers.

It will have 50 accommodation rooms and be available for people with cancer from around the South Island who need to come to Christchurch Hospital for treatment.

"It's very exciting to be involved in this project as it is our aim for it to become a centre of innovation for cancer support for the people of Canterbury and the South Island," she says.

Nicola and the team aim to expand the services offered from the new centre to include therapeutic cancer services such as lymphatic drainage massage, counselling and more.



Artist impression of the new planned Cancer Society building

The building in Langdons Rd, Papanui will replace the Cancer Society's facilities destroyed by the Christchurch earthquakes.

# Pānui – Notices

## Something For You

Something for You is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do. [Click here](#) for more deals on Home Maintenance. You can find [similar offers here](#).



### The Frontrunner Colombo

Shop 4a, The Colombo. 363 Colombo St. Sydenham, Christchurch

Get 10 percent off full priced and sale priced items instore and online. Show your staff ID instore to redeem. Visit the [Something For you page](#) to get the discount code for the [online store](#).



### Macpac

Christchurch Central, Riccarton, Tower Junction, Northlands, Hornby

Get 30 percent off Macpac branded items (sale items with less than 30 percent discount will be bumped up to 30 percent off). Show your staff ID instore to redeem.



### Issue Clothing

Get 15 percent off full priced items. Visit the [Something For you page](#) to get the discount code for the [online store](#). Please contact them at [info@issueclothing.com](mailto:info@issueclothing.com) if you have any questions.



### Kjole Style

6/7 Conical Hill Road, Hanmer Springs 7334

Get 15 percent off full priced and sale priced items instore and online – show your staff ID instore to redeem. Visit the [Something For you page](#) to get the discount code for the [online store](#).



### Quick Fit Alterations

220 Westfield Riccarton, Christchurch

Quick Fit alterations shop would like to offer 15 percent off all alterations and an exclusive price of just \$18 for trouser and skirt shortening. Note, this is not just for staff uniforms. Claim for all the alterations you need. Show your staff ID instore to redeem. Contact information 03 348 4924/ 021 02279418.



### Mia & Co.

Get 15 percent off all items. Visit the [Something For you page](#) to get the discount code for the [online store here](#). If you have any questions you can contact the owners at [miaandco@gmail.com](mailto:miaandco@gmail.com).



**STUDIO SIX**  
PRIVATE TRAINING

### Studio Six – Burwood

Studio Six is a local private gym studio run by husband and wife team Ryan and Kyla Bonniface. They would like to offer our staff 15 percent off any sessions and 20 percent off any online classes. The first session is free. They are running a special promotion of free yoga subscription for two months (usually \$80). Contact 027 697 1683 for your free session, workouts are adaptable to all abilities and goals. Please see their [website](#) for more information.



## News from the Health Quality & Safety Commission

### Issue #10 | news from the Health Quality & Safety Commission (HQ&SC) – Here o Pipiri | August 2022

A milestone was reached last week when the code of expectations for health entities' engagement with consumers and whānau was tabled in Parliament. A ministerial launch of the code will take place next week.

Read about this and much more on the [HQ&SC website here](#)

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On behalf of the local organising committee, we invite you to the 2022 Human Genetics Society of Australasia (HGSA) New Zealand Branch Meeting to be held on **Friday 2 September 2022** here in Christchurch. We aim to highlight local innovation to encourage conversation and nationwide collaboration across the various organisations involved in the delivery of diagnostic genetic testing, genetic counselling and research.

#### **REGISTRATION \*\*\*NOW OPEN\*\*\***

Registration is also now open and early registration is encouraged for this first face-to-face meeting of the New Zealand genetics community since the pandemic began. Please join us in Christchurch as we showcase work being done locally to unravel the human genome and better understand health outcomes for our unique and diverse population. **Registration is \$50NZD for current HGSA members and \$100NZD for non-members and is due by 12pm Thursday 1 September 2022. Registration forms can be downloaded here:** <https://www.chl.co.nz/human-genetics-society-of-australasia-nz-branch-meeting/>

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# Stress, mess, & all the rest

The 298 Youth Health Committee is excited to announce the 2022 edition of the annual panel evening on Thursday 25 August 5:30-7pm.

'Stress, mess & all the rest' is an evening dedicated to providing a guide to positive youth health and wellbeing in the COVID-age, led by some of the best and brightest in our community.

Whether you, your child, or another young person you know is having a tough time navigating the world in the new COVID era, this Q&A will provide you with the opportunity to ask all your questions and gain some insight into positive youth health and wellbeing.

Check out the 298 Youth Health Committee's social media for notification of the panellists, but we can announce that Chelsea Skinner, the Chairperson for CDHB Youth Advisory Council is one of them.

For more information about the event and to snap up your free tickets, head to this link: <https://events.humanitix.com/stressmessandalltherest>

If you have any questions, don't hesitate to contact 298 Youth Health Committee through their [social media](#) or directly via the ticket site.



## Pegasus 2025

*Kia atawhai ki te tangata*



# Pegasus 2025 Newsletter

Pegasus 2025 showcases the work being done in primary health care supported by Pegasus Health and our partners.

In this newsletter:

- › New Canterbury cancer facility
- › Cancer risk prompts difficult decisions
- › Pegasus Health signs Ora Taiao Climate Change and Health Call for Action
- › Taking care of a loved one with terminal cancer and [more here](#)

## Enhancing CALD Cultural Competence

Cultural diversity in the New Zealand Population is growing, leading to increasing cross cultural interactions between clinicians and patients and between employees.

This edition of eCALD brings you the following news:

Online event and webinar

- › 'Religion as patriarchal control – Justifying gendered violence' | 22 August 2022 | online webinar
- › Cutting Edge Pre-conference Workshop | 'Asian Hui' | 31 August 2022 | Registration for remote virtual attendance is still open!

[Read more here.](#)

## QUIZ ANSWERS – Human anatomy 101

- |  |  |
|--|--|
| 1. b. False (hand has 27, foot has 26) | 7. a. Shorter – the human gestational period is 280 days                           |
| 2. c. The femur                        | 8. c. Gluteus Maximus  |
| 3. a. The skin                         | 9. c. The brain – it is the area responsible for language comprehension            |
| 4. b. The ear (the stapes)             | 10. d. The sperm cell (note, the female egg is the largest cell in the human body) |
| 5. b. Around 5 litres                  |  |
| 6. d. 300                              |  |

## Care around the clock

Anyone wanting health advice can contact Healthline on 0800 611 116 anytime, 24/7, for free and get the support they need, including self-care advice from nurses and paramedics.

STAY WELL  
THIS WINTER

